

HRC NEWS & VIEWS

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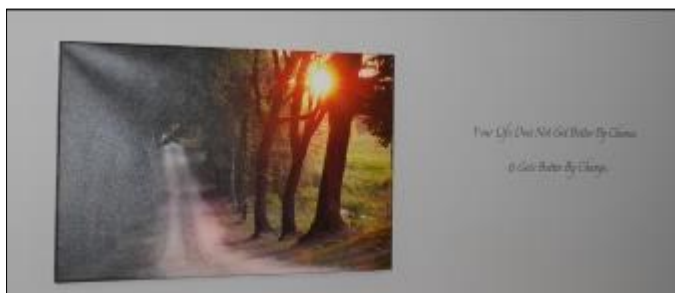
A FRESH NEW LOOK FOR THE FOYER

BY GRANT JOHNSON

Sometime this year, the leadership team had a discussion on updating the foyer of Building 3 into something more welcoming and modern. We decided that we would put our artist in residence, Marnie Benson, in charge of the project because we knew she would do a fantastic job of designing and updating the foyer. Marnie was tasked with turning an old institutional style entrance into one that you would see at a professional office or treatment facility, and this was no small task. The first thing Marnie needed to do was pick out and order paint that would enhance the look of the foyer. Marnie said, "I tried to pull colors from the unique flooring." After the paint was picked out we had our expert painter Steve Fielder get to work. Steve had a lot of patching, removing, and sanding to do before he could paint, but once he



finished all of that he quickly moved through the painting process. While the paint was being applied, Marnie was busy ordering canvas pictures and vinyl lettering for her project. The



first canvas that came in is a picture of a road at sunset with the quote, "Your life does not get better by

chance, it gets better by change." beside it. This picture and quote can be found outside of Heather's office. Next the three big canvases arrived, and were hung on the center wall of the foyer

and are the first thing you see when you walk into the building. These pic-

(Continued on page 3)

December is

National Drunk and
Drugged Driving (3D)
Prevention Month

Universal Human
Rights Month

World Wide Food
Service Safety Month

January is

Hot Tea Month

Be Kind to Food
Servers Month

Soup Month

Brainteaser Month

Creativity Month

Get Organized Month

Celebration of Life
Month

MERRY CHRISTMAS MY FRIEND SUBMITTED BY MARJ COLBURN

Twas the night before Christmas, he
lived all alone,
In a one bedroom house made of
plaster & stone.

I had come down the chimney,
with presents to give and to see just
who in this home did live.

As I looked all about, a strange sight
I did see, no tinsel, no presents, not
even a tree.

No stocking by the fire, just boots
filled with sand. On the wall hung
pictures of a far distant land.

With medals and badges, awards of
all kind, a sobering thought soon
came to my mind.

For this house was different, unlike
any I'd seen.

This was the home of a U.S. marine.

I'd heard stories about them, I had
to see more, so I walked down the
hall and pushed open the door.

And there he lay sleeping, silent,
alone,

Curled up on the floor in his one-
bedroom home.

He seemed so gentle, his face so
serene,
Not how I pictured a U.S. Marine.
Was this the hero, of whom I'd just
read? Curled up in his poncho, a
floor for his bed?

His head was clean-shaven, his
weathered face tan. I soon under-
stood, this was more than a man.
For I realized the families that I saw
that night, owed their lives to these
men, who were willing to fight.

Soon around the Nation, the chil-
dren would play,
And grown-ups would celebrate on
a bright Christmas day.
They all enjoyed freedom, each
month and all year, because of Ma-
rines like this one lying here.

I couldn't help wonder how many
lay alone, on a cold Christmas Eve,
in a land far from home.

Just the very thought brought a
tear to my eye. I dropped to my
knees and I started to cry.

He must have awoken, for I heard a
rough voice, "Santa, don't cry, this
life is my choice. I fight for freedom,

I don't ask for more. My life is my
God, my country, my Corps."

With that he rolled over, drifted off
into sleep, I couldn't control it, I con-
tinued to weep.

I watched him for hours, so silent
and still. I noticed he shivered from
the cold night's chill. So I took off
my jacket, the one made of red, and
covered this Marine from his toes to
his head. Then I put on his T-shirt of
scarlet and gold, with an eagle,
globe and anchor emblazoned so
bold. And although it barely fit me,
I began to swell with pride, and for
one shining moment, I was Marine
Corps deep inside.

I didn't want to leave him so quiet
in the night, this guardian of honor
so willing to fight. But half asleep
he rolled over, and in a voice clean
and pure, said, "Carry on, Santa, it's
Christmas Day, all secure." One
look at my watch and I knew he
was right, Merry Christmas my
friend, Semper Fi and goodnight.

By Lance Corporal James M.
Schmidt, 1986

LET THE DECORATING BEGIN BY JEAN LUTHER

I hope to see the units decorated by
the youth. They've had some great
decorations in the past and there
were contests. I hope they will be
encouraged to decorate their corri-
dors again this year. We can make
the building and the units look
great but we have to follow some
guidelines to comply with Life Safe-
ty and fire codes. We can be crea-
tive and still fall within regulations.
Following are the guidelines.

- Decorative materials in corri-
dors must not cover more than

20% of the wall surface.

- Client doors can cover a 20 inch
by 20 inch area.
- Do not obstruct exit signs, fire
alarms, detectors or sprinkler
heads.
- Decorations cannot obstruct an
exit or path of egress.
- Decorations must not extend
more than 6 inches from wall
into the corridor.
- All trees must come from the

original box declaring it fire re-
tardant and stored in this box
that identifies it as flame retard-
ant.

- Only UL listed light sets can be
used and only in non-client care
areas. These lights must be
turned off at the end of the day.
- Open flames and candles may
not be used as decorations in
the workplace.

Happy decorating!

A FRESH NEW LOOK FOR THE FOYER CONT'D

(Continued from page 1)

tures are a set of three, and show sunlight shining through trees. Shortly after the tree pictures were hung, Steve was back to painting. He painted the door and windows across from Carolyn Johnson's office with chalkboard paint. Marnie says, "This will be a great place to recognize new youth coming into the program, accomplishments, all clients who receive GEDs, completing MRT or even important dates including birthdays." Finally after a long wait, our final pieces of the first phase of our foyer remodel arrived. Next to Dr. Buchta's office are pictures of HRC staff in front of Building 3. The first picture is from 1937 when the



building was first opened and the other picture is from fall of 2013. It is very interesting to look at the two pictures side by side and see how much times have changed. It was suggested that the current picture be updated yearly to reflect current staffing so be ready to have your

photo taken again next spring! And finally above the pictures you will see our Mission Statement for HJCDP. These vinyl letters were expertly laid by our in house contractor Brett Hopkins.

So, when you get a chance I

invite everyone to come down and check out the updates to the foyer and see how much better it looks and how much more inviting it is to our youth and their families when they arrive at HRC.

NOVEMBER GOOD CATCH AWARD WINNERS BY MARJ COLBURN

Thanks to everyone who participated in the Ultimate Survival Challenge, including three of our youth. The person you would most likely want to be lost and in trouble with is Grand Prize winner, Heather Siders, who got 15 of the 18 questions correct. If Heather is busy wrestling tigers, your second choice for safety and survival is Cheri Delay, with 13 of 18 correct. If Cheri is busy digging out from an avalanche, your third go-to person would be Kris Horton, with 12 of 18 questions correct. For each person who participated, you will notice

the number of questions they answered correctly beside their name.

The official answers from the survival experts are available to you



of Random Kindness. Get ready to brag yourself up!

in all of the break rooms. Thanks again for participating! Looking forward to the December Good Catch topic of Acts

HISTORY OF THE REGIONAL CENTER QUIZ BY MARJ COLBURN

Put your thinking caps on and think back to the past! Submit your answers by January 9 to Corinne Jensen and all entries with the most correct answers will receive a prize.

1. What state treated Nebraska residents prior to the building of any of the Regional Centers in Nebraska?
Colorado
Kansas
Iowa
Missouri
2. Which one was the first Regional Center?
Hastings
Lincoln
Norfolk
3. The first patient was admitted into that Regional Center in:
November 1870
November 1876
November 1890
November 1875
4. What amount was appropriated by the Legislature to build the first Regional Center?

\$5,000
\$50,000
\$500,000
\$150,000

5. In what year did the Legislature approve the building of Hastings Regional Center?
1875
1880
1887
1890
6. What condition was placed on the city of Hastings in order to be considered as a site?
They had to provide a doctor.
They had to landscape the property.
They had to donate 160 acres of land.
They had to transport patients to the facility.
7. What was a requirement to being hired at HRC when it was first opened?
You had to be male.
You had to live in Hastings.
You had to be single.

You had to know how to dance.

8. What was the original front line staff salary?
\$10 a week
\$18 a month
\$25 a week
\$50 a month
9. What was the original schedule for time off from work each month?
½ a day each month
1 day each month
1 ½ days each month
There was no time off
10. Approximately how many people are buried in the HRC cemetery?
500
900
1300
2500

Good luck!

EMPLOYEE IN THE SPOTLIGHT BY GRANT JOHNSON

Well folks, I hope you're ready for another edition of the Baisinger family spotlight because this month I



had the pleasure of sitting down with our very own Principal, Dave Baisinger! Dave is currently in his

9th year of teaching at the Nebraska Youth Academy (NYA) here at HRC. I asked Dave what he did before becoming our principal and he said "I came to NYA as a teacher and did that for one year. My second year I took over as principal and have been doing that ever since. Prior to coming to HRC I worked as a principal for 39 years at various schools including Hayes and Ottawa, Kansas. I also worked as a high school principal in Lawrence, Nebraska and a K-12 principal at Wauneta, Nebraska." Dave then went on to

give me a typical overview of his day. He said that he spends much of his time contacting youth's home schools to coordinate their needs and make sure everything is set in place for when they graduate or return back to their school. He also works tirelessly on state reports that need completed due to NYA being a State accredited school and works daily with the teachers here at HRC. Dave said that one task he completes that people might not know about is the amount of work he

(Continued on page 5)

WASH AWAY THE 5 MOST COMMON HANDWASHING MYTHS

FROM DEER OAKS EAP SERVICES

Think you know how to wash your hands? Think again. A 2013 study in the *Journal of Environmental Health* showed that only 5% of people properly wash their hands on a daily basis. Cintas Corporation and Henry the Hand Foundation have teamed up to dispel the five most common handwashing myths.

Keeping hands clean is one of the most important ways to avoid getting sick and spreading germs. Researchers at the NIH found that people touch their faces on average 3.6 times per hour. So handwashing is the answer. Test your knowledge about the best way to clean your hands.

- *It doesn't matter how long I wash my hands as long as I use soap – False* The next time you're in the restroom and washing your hands, think of the chorus of your favorite song. Studies show that

you should scrub your hands with soap for a minimum of 15-30 seconds in order to effectively remove germs.

- *Hand sanitizers can replace washing your hands with soap and water – False* Washing hands with soap and water is the best and most effective way to reduce the number of microbes and germs on hands. Although alcohol-based (at least 60%) hand sanitizers can quickly reduce the number of germs on hands in some situations, they are not as effective as soap and water when it comes to removing and inactivating dangerous gastrointestinal illness-causing germs.

- *The hotter the water you use for handwashing, the better – False* Studies show that water temperature does not affect germ removal. In fact, there is no research to prove that higher temperatures improve handwashing at all. Hotter water can also dry

out skin, which leaves your skin more susceptible to germs and can make handwashing painful. It is best to wash your hands with the temperature that you find comfortable.

- *You don't have to dry your hands after washing them – False* Studies show that germs can be more easily transferred to and from wet hands, which is why drying hands is essential to staving off bacteria after handwashing.

Hand dryers are more hygienic than paper towels – False Researchers found that paper towels are superior to air dryers and can help remove bacteria, unlike air dryers, which can increase bacteria counts. Because air dryers have been shown to spread bacteria between 3 and 6 feet from the device, paper towels are also far less likely to contaminate other restroom users.

EMPLOYEE IN THE SPOTLIGHT CONTINUED

does with the youth's home school districts. When I asked Dave about his fondest memory at HRC he replied, "Seeing youth who truly appreciate the program and the treatment they are receiving. All of the successes we've had and when I hear back from a youth who is doing well. I've also really enjoyed working with the people here at HRC." I then asked Dave to share some information about his personal life, and he told me that he has two daughters who are both attorneys and has two grandchildren.

He likes to travel, and being a history major has led to his interest in the Civil War, and he has visited every major battlefield from the war. He has a daughter who lives out east so that makes it easier to get to the battlefields while he's visiting her. Dave also dabbles in some woodwork at his home shop, and recently finished making a bed for his daughter. He also enjoys gardening and is a fan of the Green Bay Packers. I wrapped up my talk with Dave by asking him to give our new employees some advice for working here at HRC and he said, "Take the

time to know the people who work here. Don't get caught up in just your department, we're all here for the same reason, the youth." Those are great words for us all to live by here at HRC. As a final bonus question I asked Dave what he plans to do after his impending retirement this June and he told me he is going to travel and go volunteer someplace. So, if you see Dave be sure to thank him for all he does and has done for HRC!

IS IT A PROBLEM TO SAY, "YOU'RE WELCOME"

BY RON CULBERSON, MSW, CSP, CPAE

The words we choose at any given time may be more important than we realize. Or something like that.

Recently, I arrived at one of my favorite travel restaurants: Cracker Barrel (CB). I like CB because it offers an all-day variety of breakfast items, home cooked vegetables, and a cornucopia of fried meats. Oh, and they serve perfectly made sweet tea. As a southerner, I feel right at home.

The hostess showed me to my seat and I said, "Thank you."

She replied, "No problem."

She did not say, "You're welcome" or "My pleasure" or even, "Well, it's my job so you don't need to thank me since I have to do it whether I want to or not."

Nope. She said, "No problem."

Before I break this down for you, I want you to know that I recognize the generational implications of this phrase. Young people today, who by the way are a group that is getting larger with every year that I age, use this phrase all the time. I get that. But, I don't think they understand that the phrase makes no sense in some situations. I'll explain.

Let's say I run out of gas on an isolated rural road where the boys from *Deliverance* might be found. I may not want to wander too far from the main road to get help even though I'm sure almost all of locals would be kind enough to offer me gas, something fried to eat, and a big glass of sweet tea. Instead of venturing into the woods, I wait by the car until someone drives by.

The first person who happens by offers to give me a ride to the gas station five miles away even though he is not going in that direction. On top of that, he offers to drive me back to my car so I won't have to walk back.

When I thank him and offer to pay him for his inconvenience, he says, "Oh, it was no problem at all. I had the time and was happy to do it."

In this situation "no problem" makes sense. I've disrupted his day but he is letting me know that it was not an inconvenience to him. In other words, it wasn't a problem.

Now, back to the Cracker Barrel hostess. Her job is to escort me to my table. I'm not a child, so I really no longer need an adult escort and the neighborhood inside the Cracker Barrel is not dangerous enough to require an armed escort. But, escorting is what they do. And since it's part of her job to seat me at a table, it should in no way constitute a "problem" for the hostess.

By telling me that it was "no problem" to show me to my table, it implies that if it *was* a problem she wouldn't have done it. In other words, if she was busy working on her Sudoku puzzle and felt the need to complete it before seating me, it would have been a problem to assist me. Or, if I arrived right when she was doing the Heimlich maneuver on a customer who bit off more chicken-fried steak than he could chew, then it would be a problem to seat me. But, showing me to my table when it's part of the job description is not really a problem. So, as my whiney logic has clearly proven, it follows that "no problem" is inappropriate.

Oh sure. I realize that some people have simply replaced "you're welcome" with "no problem" assuming it has become accepted as the same phrase. Or, perhaps people believe it is simply a more casual version of "you're welcome", the same way "yeah" is a more casual version of "yes".

This is all well and good. But when we don't pay attention to the words we choose, we can inadvertently suggest that we don't actually know the *right* words. And I don't think we want to do thus...or is it "that"?

So, the next time you do something for someone else, whether required by your job, or out of the goodness of your heart, and that person says, "thank you," here are a few options for your response:

"You're welcome."

"It was my pleasure to help."

"Even though you're really needy and need professional help, I was glad to assist."

When we say "no problem," we imply that we're not paying attention to our words or that sometimes it *is* a problem. If, on the other hand, we acknowledge that we are glad to help, we send a message that the person is valuable and valued. Try it the next time you're in a situation where someone thanks you. I promise, you'll thank me.

And I'll say, "you're welcome."

10 CULTURE LESSONS FROM A GERMAN GROCERY STORE SYMPHONY

BY JOE TYE, CEO OF VALUES COACH, INC.

A *Spark Plug* reader sent me a link to the YouTube video entitled *Kassensymphonie* ("cash register symphony" in English). You need to check this out! It has attracted more than 12 million views since it was posted two weeks ago by Edeka, the largest supermarket chain in Germany. It's a delightful Christmas treat, but also shares some beautiful lessons on corporate culture. Really!

Lesson #1: Any job, including cash register clerk at a grocery store, can be made meaningful and enjoyable with a bit of creative thought.

Lesson #2: Culture is a far more powerful and effective marketing tool than advertising—after watching this video ask yourself how many of these grocery store customers will return, even if they could get the same product more cheaply elsewhere?

Lesson #3: The best leaders find ways to make their people (people not just employees) proud of the work they do, where they do that work, and who they do that work

with.

Lesson #4: Great cultures are structured to make sure that customers appreciate the people who serve them—when's the last time you saw a crew of grocery store checkout clerks receive a standing ovation from shoppers?

Lesson #5: Great cultures don't tolerate pickle-suckers and emotional vampires. All it would have taken to ruin this show is one or two cashiers standing there with crossed arms, rolling their eyes, and calling their coworkers nasty names like brownnoser and pollyanna. My bet is that at Edeka, people like that are very quickly invited to go work at Walmart.

Lesson #6: A few memorable moments can offset hours of hard work and drudgery. The cashiers in this video will remember their symphony for the rest of their lives, and it's doubtful that any of them would ever go to work for a competitor even if it meant a pay raise.

Lesson #7: Great cultures don't happen spontaneously - they require hard work. While these cashiers

made their symphony look effortless, you know that many hours of practice and rehearsal went into making it a flawless performance.

Lesson #8: A great culture keeps people just on the other side of the boundary of their comfort zone. This was a live performance, and you can just imagine that every cash register musician was secretly terrified that they would be the one who blew the whole thing. But their leaders had confidence in them - and they pulled it off with panache.

Lesson #9: There is no 7-step formula for creating a great culture - the folks at Edeka didn't get this idea from reading a management book.

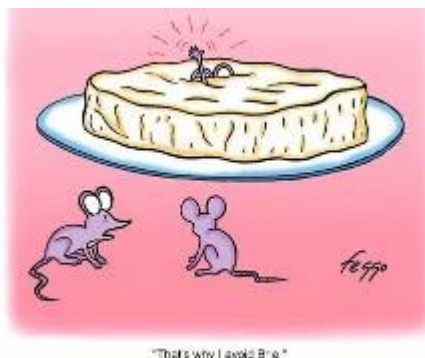
Lesson #10: According to a 2003 article in *The Economist* "Germany is... one of the most rule-bound countries in the world." If they can lighten up and create a fun-loving culture at a grocery store in *Germany*, then why can't you take off the corporate straight jacket where you work?

WHATEVER YOU RESOLVE TO DO IN 2015, DO IT WELL!

Learn to manage your time better.



Learn to eat healthier.



Try to lose the weight.



2015 NEW YEAR RESOLUTIONS AND WISHES COMPILED BY LINDA WEBER

- Wish for a safe winter and world peace. *Cheri*
- Wish to have oldest child off to college next fall. *Randy*
- Wish for less violence in the world. *Jean*
- Peace for Rochelle's family and my neighbor who's had a tough year. *Micki*
- Wish to remember that every day is an opportunity to make a positive difference in someone else's life. *Kris S.*
- For family and herself to stay healthy. *Pam Sa.*
- Wish for new Husker coach to get it all straightened out. *Steve B.*
- Wish for wife to be well again. *Brett*
- Wish for a chainsaw to trim excess weight since diet and exercise aren't doing the trick. *Marj*
- Daughter to graduate with honors. *Mary Ann*
- Increased population of deer and pheasants. *Steve F.*
- Wish for both my husband and myself to lose weight. *Wanda*
- Wish to spend more time with family. *Corinne*
- Cure for cancer and no more vehicle problems. *Chris*
- Chickens to lay more eggs. *Greg*
- Health, wealth and happiness or something like that. *Kris H.*
- Good health and prosperous year. *Dean*
- Wish for all of us to be healthy and happy. Wealthy would be cool too! *Linda*
- Wish to learn to SKYPE so I can visit with grandchildren. *Kay E.*
- Wish to eat more healthy in 2015. *Shelley O.*
- Eradicate Alzheimer's and ALS. *Pam Sc.*
- To make it through the same as 2014. *Gary*
- Good health for family and myself. *Donna H.*
- Finish degree. *James*
- To drink more water and less pop. *Taylor*
- Not to start any more improvement projects at home. *Jeri*
- Wish to get healed up after surgery. *Tracy*
- Wishes for remodeling in Building 3 to start and to have 24 youth in the program. She also wants all the boys to go home on Christmas passes! *Heather*
- Wish to spend more time enjoying and less on rushing. *Jennifer*
- Cure for all cancers. *Shelly*
- Wish to maintain good health. *Carolyn B.*
- Wish for gas prices to stay below \$2. *Doug*
- HJCDP stays open another year! *Diana*
- Pray for less hatred, more love and tolerance. Wish for kids to live closer. *Ruth*
- Safer overall as facility in 2015. *Grant*
- To eat more healthy foods in 2015. *Kay*
- Good health and happiness for everyone. *Charlene*
- To find peace and satisfaction with going back to school. *Lisa*
- Continued health for family and to win the lottery. *Carmen*
- Make it through the wedding plans successfully. *Kelsey*
- Healthy, harmony and world peace. *Josh*
- Happy youth and time with family. *Jessica*
- Wish for everyone to be healthy in the new year. *Carol*
- To win the lottery. *Vicki*

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It is the policy of the Editorial Board to attempt to print any article that does not attack another person. The Editorial Board reserves the right to edit articles for size & content.

AA/EOE/ADA



Thank you for the cards and kind words when my dad passed away. I am blessed to be surrounded by a group of supportive co-workers during this difficult time.

Lisa Buchta, PhD



Thanks to LaDene Madson for saving "all" of "our" backs by finding a new area to place the copy paper in Human Resources copy room.

Sandra W.

SPAGHETTI SALAD *FROM THE KITCHEN OF CHRIS MARTIN*

1 package angel hair spaghetti (1 lb.)
1 bottle of Kraft Zesty Italian Dressing
1 packet of dry Hidden Valley Ranch Dip
Cucumber
Tomato

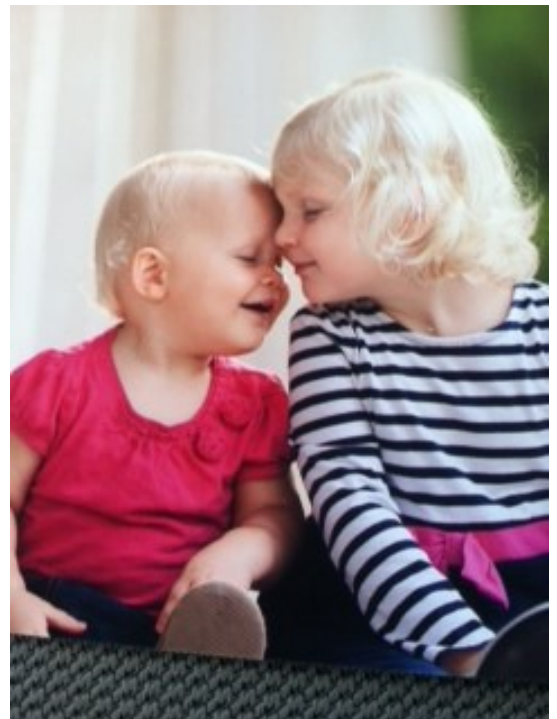
Combine the Italian dressing and ranch dip mix in a container and shake well. Cook spaghetti until it is done, rinse with cold water until noodles are cool. Put noodles in a big bowl. Cut up the tomato and cucumber in small chunks and add to noodles. Pour the dressing mix over the top. Mix well. Put in refrigerator. Best if made the day before to sit in the fridge overnight.

EASY CROCKPOT POTATO SOUP *from the kitchen of Corinne Jensen*

1 30 oz. bag of frozen diced hash browns
1 32 oz. box of chicken broth
1 can of cream of chicken soup (10 oz.)
1 pkg. cream cheese (8 oz., not fat free)
3 oz. real bacon bits
1 cup shredded cheddar cheese
Salt and pepper to taste

Put the potatoes in the crockpot. Add in the chicken broth, cream of chicken soup and half of the bacon bits. Add a pinch of salt and pepper. Cook on low for 7-8 hours or until potatoes are tender. An hour before serving, cut the cream cheese into small cubes. Place the cubes in the crock pot. Mix a few times throughout the hour before serving. Once the cream cheese is completely mixed in, it's ready to serve. Top with cheddar cheese and some additional bacon bits. Enjoy!.

SISTERLY LOVE!



Wanda Yoachim proudly shares this photo of her granddaughters, Caroline (16 months) and Clara (2 years, 8 months).